

## PUBLIC LIBRARY STATISTICS, 1997

### INTRODUCTION

The public library statistics are based on the annual reports sent to and completed by the public libraries each year. In addition to this report, the information from the annual reports is used to compile the State Library's yearly report to the National Center for Education Statistics (NCES) for its **Federal/State** Cooperative System (FSCS). The report from this cooperative venture is published yearly in the form of "Ed. Tabs," in both paper and electronic formats. In the years the State Library has sent statistics to NCES, we have not had a complete report as there are still libraries that either do not send their reports by the deadline, or do not send a report at all. Although we continue to improve, this year is no exception. We have an incomplete picture of the state's public libraries.

We have listed all the public libraries in New Hampshire, indicating the town and the population of the community in which the library is located. The population figures used are those provided by the N.H. Office of State Planning. In towns with more than one library, the population figure is given once. The libraries are grouped under the community's name although in some instances the mailing addresses may be different.

In Andover one of the two libraries in this town was designated as a 'branch.' There is only one board of trustees for the libraries, and it was felt this was an appropriate method of identification. All communities with branch libraries are so indicated (\*). In Hudson and Nashua the public service hours and the circulation figures include those of the libraries' bookmobiles.

RSA 202-A:2 states that a public library "provides **regular...library** service." Some libraries are open only during the summer months, but their public service hours are "regular" during that time period. They are included **although** the number of **FTEs** for their hours were too small to be listed (these were figured on a **12-month** basis to conform to their libraries).

We have continued our section on libraries by county, giving the population served by those libraries (not the full population of the county). We do have one peculiarity in this section; the Hall Memorial Library is supported by and provides service to the towns of Northfield and **Tilton**. **Northfield** is in Merrimack County; **Tilton** is in Belknap County. As the library is **physically** located in Northfield, it is listed there and given under Merrimack County. In the population groupings, it is given in the group that matches the combined populations for the two towns.

It should also be noted that in some communities the salaries are **not** considered part of the library appropriation at town meeting; these have been added to the income column for FSCS and will show as such in this report. The other problem with total income expenditures arises under the

'benefit' section. For some libraries it is included in the salary figures; others have it **payed** separately by the municipality. For the purposes of this report the figures, if separate, are combined no matter which entity paid it.

Summary findings are based on the total state population and are affected by libraries that do not report and those areas without library service. The Comparative Tables are based on libraries reporting and provide a more accurate picture.

To clarify income sources, we asked that "carryover funds" be listed separately. Many libraries have indicated this in the past; and as carryover funds are appropriated in the previous year but not spent in that year, they remain available as **part** of the total income for the year reported. These monies have been "raised and appropriated" once and it is not necessary for them to be listed again under income from local government for the reporting year. The per capita expenditure figure is included rather than the per capita income - expenditures provide a more accurate picture of a library's survival than income; too often a portion of that income may be necessary for a new furnace or roof that was not included in the budget. It should also be noted that expenditures per capita include only operating expenses (Salaries, materials and maintenance of the library and staff), not capital outlay. That is listed separately as major additions and/or new buildings frequently require bond issuance. While major expenditures are important in the life of a library, the yearly support received from its community is its lifeblood.

### DEFINITIONS

It is important that all public libraries complete the annual reports based on a similar understanding of the terms used. These definitions of terms are taken, in part, from those used for the report sent to the National Center for Educational Statistics (NCES) for the Federal/State Cooperative System (FSCS).

The annual FSCS report comes from all 50 states, the District of Columbia, Puerto Rico and the other territories governed by the United States. As can be imagined, there are areas of nonconformity among those reporting units. "Definitions" is an on-going attempt at the yearly FSCS meetings to find a basis on which we can agree and from which we can work. Consequently, there are changes, and these are passed along to you. The definitions included here are current, but subject to change. They will be included with the annual public library report form you will receive in December. If there are questions concerning these definitions, please refer them to John Barrett, State Data Coordinator.

**Access to Electronic Services** - These are electronic services provided due to subscription, lease, license, consortia membership or agreement. Included full-text serial subscription and electronic databases received by the library or an organization associated with the library.

**Access to Internet** - The Internet is the collection of networks that connects government, university, and commercial agencies (e.g., NSFNET, WestNet, etc.) and is unified by the use of a single protocol suite, TCP/IP. Report the library as providing Internet access only if one or more of the following services are accessible: telnet, gopher, file transfer protocol, or community network. Do **not** report a library that has access to electronic mail only.

**Adult Program Attendance** - The attendance at all presentations made by the library staff to the public, either within the library, or at another location. Do **not** include presentations made in the library but sponsored by another group.

**ALA-MLS** - Librarians with master's degrees from programs of library and information science accredited by the American Library Association.

**All Other Paid Staff** - This includes all other FTE employees paid from the library's budget, including maintenance, clerical, and security staff.

**Audio Materials** - These are materials on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically or electronically or both. Included are audiocassettes, phonograph records, compact discs, and other sound recordings.

**Bookmobiles** - A bookmobile is a traveling branch library. It consists of the following: 1) a truck or van that carries an organized collection of library materials; 2) paid staff; and 3) regularly scheduled hours (bookmobile stops) or being open to the public. Vehicles in use are counted, rather than the number of stops the vehicle makes.

**Book/Serial Volumes** - **Books** are non-periodical printed publications bound in hard or soft covers, or in loose-leaf format. Serials are publications issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines), newspapers, annual (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Except for the current volume, count unbound serials as a volume when the library has at least half of the issues in a publisher's volume.

**Branch Libraries** - These are auxiliary units which have all of the following: 1) separate quarters; 2) an organized collection of library materials; 3) a permanent paid staff; and 4) regularly scheduled hours for being open to the public.

**Capital Outlay** - Expenditures for the acquisition of, or addition to, fixed assets, such as building sites, new buildings and building additions, initial book stock, furnishings for new or expanded buildings, and new vehicles.

**Children's Program Attendance** - The count of the audience at all programs for which the primary audience is children. Include adults who attend program primarily intended for children.

**Circulation** - Transactions that involve lending an item from the library's collection for use by users outside the library. This activity includes charging materials manually or electronically. Each renewal is also reported as a circulation transaction. This data is reported as annual figures. Interlibrary loan transactions included are only items borrowed for users. Provide separate totals for juvenile and adult materials.

**Collection Expenditures** - This includes all expenditures for materials purchased or leased for use by the public. It includes print materials, microforms, machine-readable materials, audiovisual materials, etc.

**Conservation** - This is only expenditures for the repair, maintenance, restoration, or protection of library materials, and may include binding and rebinding, lamination, deacidification, and restoration.

**Employee Benefits** - These are benefits in addition to salaries and wages paid regardless of whether the benefits are available to all employees.

**Equipment** - This includes all existing library equipment repaired or replaced during the year, such as furniture, audiovisual, and computer equipment.

**Expenditures for Access to Electronic Services** - **Report** all operating expenditures in the library budget that cover access to electronic services. This includes computer hardware and software used to support library operations (purchased or leased), cost of maintenance, expenditures for equipment used to run information service products when that expenditure can be separated from the price of the product, report costs for services provided by national, regional, and local bibliographic utilities and networks, and commercial services. Report all fees and usage costs associated with such services as OCLC, FirstSearch, or electronic document delivery.

**Expenditures for Materials in Electronic Format** - Materials that are considered part of the library collection, whether purchased or leased, such as CD-ROMs, magnetic tapes and magnetic discs, that are designed to be processed by a computer or similar machine. Do **not** include operating costs for library system software and microcomputer software used **only** by the library staff.

**Federal Government** - This includes all federal government funds distributed to public libraries for expenditures by the public libraries, including federal money distributed by the State.

**Full-Time Equivalent (FTE)** - Report figures as of the last day of the fiscal year. Include all positions funded in the library's budget whether those positions are filled or not. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment (FTE). As "full-time" varies from library to library, report staff hours worked in each category. Do not report individuals in these positions. The computations for FTEs will be done by the Library Development Services Section.

**In-Library Use** - This is the use in the library of any item in the library's collection. It is any item that is removed from the shelf (or usual location) by staff or public, or any document that is printed-out in the library. All formats of material are included - periodical, bound volume, microform, pamphlet, etc. - and each physical unit counts as one.

For a typical week count, ask patrons not to reshelve or replace items they do not check out. Post signs stating "Survey in Progress, please do not reshelve materials." At least every hour on the hour during the sampling days, materials should be counted and recorded. (This may be a simple unit total, or it may be broken down by categories if the library wants that information.) Also, count and record the terminals/computers and printers in use. The numbers for each hour are totaled for the day's count and the days are totaled at the end of the week. Multiply by 52 for the annual in-library use.

**In-Kind** - Goods (space used for a program, equipment, supplies, materials, etc.) and services (volunteer time, transportation, printing, etc.) donated to the library. The dollar value of these contributions (what it would cost if the library had to pay for them) must be reported separately from the cash columns in the income by source section.

**Interlibrary Loans From** - These are library materials borrowed by one library from another upon request. These requests may be electronic, paper, or by telephone. Materials borrowed from a branch library are not counted as ILL. Count unreimbursed photocopies received by van, mail, or fax as ILL.

**Interlibrary Loans To** - These are library materials lent by one library to another upon request. These requests may be electronic, paper, or by telephone. Materials loaned to a branch library are not counted as ILL. Count unreimbursed photocopies sent by van, mail, or fax as ILL.

**Internet Use Code** - The Internet used by (select one): ST - Library staff only; PI - Patrons through a staff intermediary only; PE - Patrons either directly or through staff intermediary.

**Library Staff** - This means those who are employed in the capacity of directing or working in a position that usually requires training or skills in all aspects of library work.

**Library Visits** - This is the total number of persons per year entering the library for whatever purpose. Use the typical week count and multiply by 52 for the total figure.

**Local Government** - This includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, fines, or fees.

**NHAIS Access** - This requires the use of a terminal or computer within the library facility.

**NHAIS For ILL** - This implies that searching the NHAIS database is done within the library facility and ILL requests are done electronically.

**Number of Library Materials in Electronic Format** - Report number of physical units such as CD-ROMs, etc. that are designated to be processed by a computer. Exclude bibliographic records used to manage the collection, library system software, and microcomputer software used only by library staff.

**Other Income** - This is all income but not reported in 12, 13, 14, and 15 on the annual report form. Include, for example, monetary gifts and donations received in the current year, interest from bank accounts, library fines and fees, grants from charitable organizations, monies from book sales, etc. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.

**Other Materials** - Include special materials purchased for summer reading programs and Humanities programs.

**Other Operating Expenditures** - Include such items as insurance, postage, supplies, membership fees, and staff development; include all expenses for workshops, institutes, courses, and conferences.

**Physical Facilities Operation & Maintenance** - This includes the routine housekeeping activities such as heat, electricity, also groundskeeping and snow removal if not done by maintenance crew, cleaning, and minor repairs such as painting, plumbing, and broken windows, and telecommunications. This includes telephone lines, point-to-point datalines, frame relay lines, ISDN lines, etc.

**PLT/LT Graduate** - This means a graduate of either the Public Library Techniques or Library Techniques Program, as provided by the New Hampshire State Library and the College for Lifelong Learning. It may be in addition to an undergraduate or graduate degree in another discipline.

**Public Library** - A public library is established under state enabling laws or regulations to serve residents of a community, district, or region. A public library is an entity that provides at least the following: 1) an organized collection of printed or other library materials, or a combination thereof; 2) a paid staff to provide and interpret materials as required to meet the informational, cultural, recreational and/or educational needs of a clientele; 3) an established schedule in which services of the staff are available to clientele; and 4) the facilities necessary to support such a collection, staff, and schedule.

Add to this, under RSA 202-A:2, I, "Public Library" shall mean every library which receives regular financial support, at least annually, from public or private sources and which provides regular and currently useful library services to the public without charge.

**Public Service Hours** - Those scheduled hours that the library is open to the public, including the regular hours of the branch libraries and the hours the bookmobile is in service for regularly scheduled stops. Public service does **not** include those hours that staff is working and the public is excluded from the facility. The hours for the main library and its branches/bookmobile (when there is one/both) are totaled for the year.

**Salaries and Wages** - This includes salaries and wages for all library staff (including physical facilities operations, security, and maintenance staff) for the fiscal year. Include salaries and wages before deductions but exclude employees benefits.

If salaries and wages include benefits, and a separate figure is not available for benefits, include them here.

**Subscriptions** - This refers to the arrangements by which, in return for a sum paid in advance, periodicals, newspapers, or other serials are provided for a specified number of issues. These are print and microfilm subscriptions only; not electronic or digital subscriptions. Count subscriptions purchased from the library's budget and those donated to the library as gifts. Count titles, including duplicates, not individual issues. Include the total number of subscriptions for all outlets.

**Total Reference Transactions** - A reference transaction is an information contact which answers a question for a user and involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more sources by a member of the library staff. This does **not** include directional transactions, which simply point the patron toward the area of the library s/he may be seeking. Multiply the typical week figures by 52 for the annual figure.

**Total Staff Expenditures** - The total of wages and salaries and benefits for the fiscal year.

**Typical Week** - For the purposes of the annual report a "typical week" is defined as "a time that is neither unusually busy or unusually slow." Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open.) It is suggested that a week in either October or April will fit this description. For those libraries that have unusually heavy seasonal use (many registered users who only use the library during this time), a second week during this "season" may also be included. If this is done, add the totals of the two weeks together, and divide by two for the "typical week" totals. Any annual counts may then be multiplied by 52 as definitions direct.

**Videos** - These are materials on which pictures, sounds, or both are recorded. Electronic playback reproduces pictures, sounds, or both using a television receiver or monitor.

Count physical units (a package containing multiple cassettes for one program is counted as one unit).

**Volunteer Hours** - This should include **only** those volunteer hours worked on a regular basis. (If several individuals volunteer to fill five hours weekly, those five hours are counted; the number of volunteers does not matter. Do **not** include volunteer hours that are not regularly scheduled and regularly provided.)